

STATE OF ALASKA

Department of Health
Division of Behavioral Health



Community Crisis System Mapping

RFP 2025-1600-0259

Amendment # 1

May 1, 2025

This amendment is being issued to answer questions submitted by potential offerors, and to provide additional important information. This amendment also extends the deadline for receipt of proposals to May 9, 2025, 12:00 PM Alaska Time.

Offerors must use Submittal Form A – Offeror Information to acknowledge this amendment.

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Questions submitted by potential offerors and answers from the State:

Question 1: Submittal Form F – Mandatory Requirements #1 states: “Must hold a bachelor’s degree in social work, human resources, organizational psychology or a related mental health field”. What if the proposer has a master’s degree in one of the listed fields? Will a copy of a diploma for a master’s degree meet this requirement? Will a photo of a diploma meet the requirement for providing a copy of the degree.

Answer: *A copy of a master’s degree will be accepted.*

Question 2: Will the firm be responsible for developing, designing, and posting or editing crisis services content on the state site or just the development of content and recommendations on how to implement on the state’s site? If responsible for directly posting and editing content on the state’s site, will appropriate permissions be granted to the contractor to complete this work

Answer: *The firm is only responsible for the development of content and recommendations on how to implement them on the State’s website.*

Question 3: Have listed collaborators: the Alaska Mental Health Trust Authority, the Alaska Native Tribal Health Consortium, the Alaska Native Health Board and behavioral health services providers in the three regions been engaged in the development of this RFP and have they expressed intentions to collaborate?

Answer: *The Mental Health Trust is a collaborator and is informed of this RFP. The Alaska Native Health Board has not been informed. Some of the behavioral health services providers in those three regions have been informed in passing. A DBH staff who is liaison to the Tribal Health Organizations was informed.*

Question 4: Several sections in the RFP (e.g. 3.01, 3.02) require “creation of a Crisis Services Webpage with crisis services information on each of the three (3) regions incorporated in the Division of Behavioral Health website.” Can the State elaborate on the exact requirements for this webpage? Specifically, is the State looking for static narrative content that will be added to the State’s existing website, or something more complex? For example:

- Will the webpage require a secure login with the user-specific features, reports, dashboards, etc?
- If the web content is only to be accessible to a specific audience, how many different organizations will have access to it, and what is the estimated number of unique users from each organization that the State expects?
- Will the data to be accessed have confidentiality requirements?
- Is the content of this webpage meant to be available and searchable to the public?

Answer:

The Crisis Services Webpage will contain a map of Alaska showing all of the 1115 Waiver regions. Stars on the map will indicate the three (3) regions included in this RFP. Users will be able to click on the star targeting their specific region for contact information and business hours of crisis services providers in that region. This will be the public-facing component. The Crisis Services Webpage will be incorporated in the existing DBH website by the State.

A description of how the Crisis Services Webpage may look like is as follows:

- 1. The website is password protected by the Division of Behavioral Health. The selected contractor will work with DBH directly to incorporate content to the website.*
- 2. Features of the interactive website will be available to the public, including links to crisis service providers in their selected Waiver Region.*
- 3. Data accessed from this website will not have confidentiality requirements.*

Question 5: Has the State previously or currently contracting with a vendor to support similar initiatives focused on increasing access to behavioral health crisis care across Alaska? If yes, what is the duration and value of those contracts?

Answer: *Yes. A currently contracted vendor has been supporting portions of different waiver regions that are not included in this RFP.*

Question 6: In the Sec. 1.01 RFP Purpose section (page 4), it is stated, "The Department of Health Division of Behavioral Health is soliciting proposals for a contractor to develop and create community crisis system mapping and implementation for both youth and adults in three of its nine 1115 BH Demonstration Waiver Regions." Can you please explain what is meant by "implementation" - exactly what is being implemented?

Answer : *Implementation means that the data gathered in the community crisis system mapping will be utilized for better crisis coordination in the region and statewide. It means that there will be a common understanding within the community on how to handle crisis cases and referrals. Consequently, there may be a need to have Memorandum of Agreement/Understanding in the process between stakeholders to solidify the collaboration and agreement.*

Question 7: Section 3.01 #6c (page 8) states that the monthly metrics should include "the number of community members indicating the level of collaboration and interaction, i.e. MOA/U." Does "community member" refer to representatives of organizations, agencies, or clinics?

Answer: *Yes, community member means representatives of organizations, agencies, or clinics. It also includes law enforcement, fire department / EMTs, VPSOs who are involved in responding to mental/behavioral health crisis.*

Question 8: In Section 3.01 #7e (page 9), the Crisis Services Webpage that is required - is this public facing or crisis and human service agency facing website? In other words, who is the target audience and what is the webpage's purpose?

Answer: *Crisis Services Webpage is public facing. The intent is to ensure that information on Crisis Services providers is accessible to everyone.*

Question 9: Please confirm that for *Form H – Cost Proposal* only our numbers are required in cells 8c, d, e, and f to complete this form along with the offeror's name.

Answer: *Confirmed.*

Question 10: Is there an incumbent for this work?

Answer: *No.*

Question 11: Will the State accept references as an Appendix?

Answer: *No.*

Question 12: Will the State accept resumes, and can they be submitted as an Appendix?

Answer: *Resumes will be accepted as separate documents and will not count toward page limits. See changes to the RFP #'s 4 & 6.*

Question 13: On Submittal Form A, do bidders have to provide 4 critical team members that will be assigned to this contract, or will the state except less?

Answer: *It is up to the offeror to determine the number of personnel needed to successfully complete the project.*

Question 14: Is there a preferred platform for the website?

Answer: *There is no preferred platform.*

Question 15: Is there an estimate for the scope of the website, such as number of webpages, interactive features, and graphics?

Answer: *One website showing the map of Alaska with stars on big cities. The stars would be interactive with a list of services and providers for the region.*

Question 16: In Sec 3.07, the RFP notes "Travel will not be required for this contract." Although not required, are travel costs allowable?

Answer: *Offerors must provide their total cost for each section of the Cost Proposal. Costs provided must include all direct and indirect costs associated with the performance of this contract, including, but not limited to, all project deliverables, activities, personnel costs, direct expenses, overhead costs, etc. These costs are the total amount of costs to be paid by the State. No additional charges shall be allowed.*

Question 17: Section 5.02 states that the cost criteria for the "Cost Proposal (Submittal Form G)" is 400 points. Please confirm this should say "Cost Proposal (Submittal Form H)" since Submittal Form G is the Subcontractor form.

Answer: *Please see Changes to the RFP # 5 below.*

Question 18: Are there points associated with the Subcontractors Submittal Form G?

Answer: *No.*

Question 20: The Cost Proposal form appears to be protected by a password. Is there a way to obtain the password so that we can work with the form provided, or should we create our own Excel file with the same format and submit that?

Answer: *Offerors must use the Cost Proposal provided. Cells are locked on purpose and offerors should only be adding values to the unprotected cells. Please see changes to the RFP # 7.*

Question 21: Does the bidder have to have 3 years of experience in webpage creation, or can a dedicated subcontractor meet that requirement?

Answer: *Per SEC 3.08 – SUBCONTRACTORS - Subcontractor experience shall be considered in determining whether the offeror meets the requirements set forth in Submittal Form F – Mandatory Requirements. Offerors must be specific in Submittal Form F as to which subcontractor(s) defined*

in Submittal Form G – Subcontractors they are citing to meet the specific requirement listed in Submittal Form F.

Question 22: The State of Alaska Department of Health, Division of Behavioral Health, and the AK Mental Health Trust have clearly done extensive work to plan for community crisis systems in Alaska communities and regions and has used contractors to support the work with analyses and reports, as well as project management. Is the current RFP representing a new phase of work that requires a new contractor with a different set of skills and capacity, or is this a re-procurement for a contractor to do work that is already in process but needs to be extended?

Answer: *This is a request for new services.*

Changes to the RFP

Change 1: SEC 1.03 – DEADLINE FOR RECEIPT OF PROPOSALS – has been updated.

Change 2: SEC 1.11 – RFP SCHEDULE – has been updated

Change 3: SEC 3.02 – DELIVERABLES – Monthly until END OF MARCH 2026 # 6 has been updated.

Change 4: SEC 4.04 – EXPERIENCE AND QUALIFICATIONS (Submittal Form B) – has been updated.

Change 5: SEC. 5.02 – EVALUATION CRITERIA – has been updated.

Change 6: SEC 5.04 – EXPERIENCE AND QUALIFICATIONS – has been updated.

Change 7: Attachment Cost Proposal has been updated.

End of Amendment #1